

**VICTORIA PALMS OF DUNEDIN CONDOMINIUM ASSOCIATION, INC.  
POLICY REGARDING COMMUNICATIONS, RECORDS REQUESTS, OWNER  
PARTICIPATION AT MEETINGS, AND RECORDING MEETINGS**

**I. GENERAL ASSOCIATION COMMUNICATIONS**

- A. Management Contact. The Board has retained the services of a management agent to facilitate the day-to-day operations of the corporation. Communications to the Association should first be addressed to the Association's designated management agent. The management agent will review the communication and either resolve the matter or refer the matter to the Board's attention. Mutual respect between the owners and Board for each other's time and interest is essential for the efficient and effective operation of the Association. Every effort should be made to direct communication through the management agent and not directly between the owners and Board members, via email or telephone, regarding Association matters.
- B. Owner Contact. Communications must be from a record Owner, or the Owner's authorized representative, as designated in writing by the Owner. Communications from non-Owners or non-designated representatives of the Owner will be responded to in the Board's discretion.
- C. Written Communication. The mailing address for all written Association communications, unless a different address is designated for assessment payment or other specific matters, is as follows:

Board of Directors  
Victoria Palms of Dunedin Condominium Association, Inc.  
c/o Ameri-Tech Community Management, Inc.  
24701 US Highway 19 North, Suite 102  
Clearwater, FL 33763

- D. Emails. The designated management agent may, at his or her discretion, respond to written email communications, sent to the following email address:

[evosselmann@ameritechmail.com](mailto:evosselmann@ameritechmail.com)

- E. Telephone. The phone number for telephone communication is as follows 727-726-8000.
- F. Time for Response. Mail and Email communication is preferred. Not all communications require a response. However, to the extent the Association, in the discretion of the Board, determines that a response is appropriate, all reasonable efforts will be made to respond promptly. Understand that the timing of a response to your communication, should a response be appropriate, depends on a number of factors, including the content of your communication and whether it is of a nature that may be responded to quickly by the manager alone, or whether further Board input is required. If further Board input is required, please understand that Board members are volunteers, and therefore a substantive response may take time to obtain. If the managing agent, upon receipt of communication, determines that a response requires further Board input, the matter may be placed on the agenda to be taken up by the Board at the next scheduled Board meeting. All written inquiries (questions sent via certified mail) will be responded to within the time frames provided by Florida Statute.
- G. Respect and Professionalism. All communication to the Association must be respectful, with no offensive or foul language, name calling, derogatory remarks, threatening or otherwise

abusive or harassing language. Communications should be made as concise as possible, out of respect for the time of Association agents and volunteers. Constructive criticism or complaints may be submitted and are welcome by the Association, but must be presented with a content, tone and length that is respectful, courteous, and professional and otherwise complies with these rules and regulations.

- H. Frequency. Communications should be made only as frequent as necessary. Repeated communications intended, in the Board's opinion, to serve only as a tool for harassment, will not be answered.

## II. RECORDS REQUESTS

- A. Method of Records Requests. An owner desiring to inspect the Association's official records pursuant to Section 718.111(12), Florida Statutes must submit a written request to the Board of Directors, via the Association Property Manager at the following address:

Board of Directors  
Victoria Palms of Dunedin Condominium Association, Inc.  
c/o Ameri-Tech Community Management, Inc.  
24701 US Highway 19 North, Suite 102  
Clearwater, FL 33763

Written requests delivered to the above address after normal business hours shall be deemed "received" by the Association on the following business day. Requests for inspection of records received by email, or other method of delivery, or requests submitted to individual directors or officers of the Association as opposed to the address above will NOT be accepted by the Association.

- B. Identification of Records: The request should identify all records sought to be inspected, specifying pertinent dates and time periods being requested, so that the applicable records may be retrieved from storage if possible. However, the Association shall be under no obligation to provide any records specifically requested and may, in the alternative, require the owner to inspect the official records as they are kept in the ordinary course of business. The Association may, but is not required to, offer the owner the option of making the records available electronically over the internet or on a computer screen or flash drive. If a request is too vague, the Board may respond to such request in writing requiring a more definitive statement of the records being requested, or shall simply offer the owner the option to inspect all of the records.
- C. Authorized Representative. If an owner wishes for the records to be inspected by their authorized representative, the request submitted to the Association must specifically state the name of such representative and identify them as the owner's representative for this purpose.
- D. Assembling of Records or Data. The Association is not required to organize or assemble records in any particular manner for an inspection, or otherwise create records or compile data to facilitate a records inspection.
- E. Records Not to be Inspected. Owners shall not have the right to inspect or copy those records which are declared by the Florida Homeowners Association Act to be non-accessible to owners, including, but not limited to, the following:

- i. Attorney-Client privileged records;
  - ii. Information obtained in connection with the approval of a sale, lease or other transfer of a parcel;
  - iii. Personnel records;
  - iv. Medical records of parcel owners;
  - v. Certain personal identifying information as provided by Statute.
- F. Scheduling. Records shall be made available for inspection by the Association on or before the tenth working day following the actual receipt by the Association of the written request for inspection, unless otherwise agreed to by the Association and the owner. The Association shall notify the owner by telephone, in person, or in writing, that the records are available and shall propose an available date and time within ten (10) business days of receipt of the request. If such Association-proposed date and time are not available to the owner, the parties shall attempt to coordinate a mutually convenient time and date, which date and time may be later than the original ten (10) business day period. The Association shall not be obligated to make records available for inspection less than ten (10) business days after receipt of the owner's written request.
- G. Hours. An owner may inspect the official records during regular business hours of the Association's property management office, unless otherwise designated by the Association, and during a time not to exceed four (4) hours per inspection.
- H. Handling of Records. Removal, alteration, or destruction of Association records by the inspecting owner or their authorized representative is prohibited. The person inspecting records shall not take files apart or otherwise move or relocate any document or page of the Official Records.
- I. Conduct. All persons inspecting or requesting copies of records shall conduct themselves in a businesslike manner and shall not interfere with the operation of the Association officer or other location where the records are inspected or copied. Persons inspecting records shall not expect or be entitled to question an Association representative during such inspection as to the content of the records or otherwise.
- J. Supervision. The Association may assign one staff person to supervise the inspection, which person shall not be obligated or required to assist the inspecting party in any way. The inspecting parties shall not be entitled to any confidentiality, privacy or closed doors discussions or meetings during the inspection.
- K. Copies. If an owner desires to obtain a paper copy of any records, the owner shall clearly mark or otherwise identify the exact page(s) or document(s) to be copied during the inspection. The Association shall not be obligated to copy portions of records. The requested copies will thereafter be made within a reasonable time and notify the owner when the copies are available. An owner shall pay twenty-five cents (\$.25) per page for 8 ½ x 11" size copies, payable in cash or check at the time the request for copies is made. The Association shall not be obligated to undertake the photocopying of any records until payment is received by the Association. The Association reserves the right to not accept personal checks from any owner who has previously submitted a check to the Association for any charge which has been returned due to insufficient funds. The Association may, in its discretion, but shall not be obligated to, mail the copies to the owner at the owner's request, provided that the postage is prepaid.

- L. Electronic Copies. An owner may, at such inspection, utilize a portable device, such as a smartphone, tablet, portable scanner, or other technology capable of scanning or taking photographs, to make an electronic copy of such records at no charge to the owner.
- M. Log. The Association may maintain a log detailing the date of receipt of a records inspection request, the name of the requesting part, the items requested to be inspected, the date the records were made available, and require the owner to sign such log evidencing their inspection of the records.
- N. Limitation on Number of Requests and Inspection Time. An owner may submit up to two (2) requests for records inspection or copying of records per calendar month.

### III. OWNER PARTICIPATION AT BOARD MEETINGS AND COMMITTEE MEETINGS

- A. Owners shall have the right to participate in all meetings of the Board or official Committees of the Association with reference to items contained on the agenda for the meeting, provided that the owner may be required to sign up to speak on a particular agenda item prior to the start of the meeting, and subject to the following restrictions:
  - i. The chairperson of the meeting shall limit each owner's participation to a total of three (3) minutes per agenda item. An owner may choose to speak for less than three (3) minutes on any particular agenda item, but may not reserve any of such three (3) minute time period to speak again on such item or to add to the time allotted for a different agenda item. The Board of Directors, in its discretion, may vote at such meeting to extend the time allotted to the owner.
  - ii. The chairperson of the meeting will call upon the owner to speak after the Board has completed its initial discussion regarding the agenda item. At such time, the owner wishing to speak shall state their full name and address, and thereafter begin their remarks.
  - iii. The Board shall not be obligated to respond to owner inquiries or questioning during a Board or Committee meeting.
  - iv. Owners shall not be entitled to speak or comment upon items not contained on the agenda for that meeting.
- B. Conduct/Removal. An owner must act respectfully and in a business-like and professional manner, abstaining from shouting, yelling, profanity, name-calling, or otherwise threatening or disruptive behavior. In the event an owner violates this restriction, or those rules above regarding the conduct of members at Board or Committee meetings, the Board of Directors shall provide such owner a warning and ask the behavior to cease. If, despite such warning, the owner continues such disruptive behavior, or again violates the restrictions above regarding conduct at Board meetings, the Board shall have the right to require that the owner leave the meeting so that the business of the meeting can continue. The Board reserves the right to seek injunctive relief against any owner or agent who continuously violates this policy.

### IV. OWNER RIGHT TO TAPE RECORD OR VIDEOTAPE MEETINGS

- A. An owner shall have the right to tape record or videotape a Board, Committee, or members' meeting provided such owner announces such intent before the start of the meeting.

- B. The only audio or video equipment and devices which owners are authorized to utilize at such meeting is equipment which does not produce distracting sound or light emissions.
- C. Audio/Video equipment shall be assembled and placed in position in advance of the commencement of the meeting.
- D. Anyone videotaping or recording a meeting shall not be permitted to move about the meeting room in order to facilitate the recording.
- E. Audio and/or video recordings of meetings shall not be posted on public forums.

Approved by Board on this 26 day of Oct, 2023.

Signed: Jeri Elliston

Title: President, Victoria Palms  
HOA

Print Name: Jeri Elliston